

June 26, 2006

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, DC 20554

RECEIVED
JUL - 5 2006
Federal Communications Commission
Office of the Secretary

Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 3-C417
Washington DC 20554
Pam.Gregory@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2005 through May 31, 2006
CG DOCKET NO. 03-123
DA 06-1175

Dear Ms. Dortch and Ms. Gregory,

The Idaho TRS respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Idaho to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Idaho. The State of Idaho's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number
- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breach
- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly

- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of an equal access complaint in which the carrier involved is still working to become a carrier through relay.

Please feel free to contact myself at 208-846-8371 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Bob Dunbar
Administrator, Idaho TRS

Idaho Relay 2006 FCC Complaint Report

6/1/05 to 5/31/06

External Complaints-Miscellaneous Inquire Date 06/14/2005 Record ID 9373 Call Taken By

Customer Service Rep CA Number Responded By Tina Collingham Response Date 06/20/2005

Resolution Date 06/20/2005Customer stated that the CA was rude and used foul language with the caller. Customer did not know the CA number. Relay Manager apologized to the customer and stated that she would try to identify the CA. Customer Service discovered that the call was not placed through Hamilton Relay. Customer Service attempted to contact the customer to inform the customer of this information but has been unable to reach the customer.

External Complaints-Miscellaneous Inquire Date 09/02/2005 Record ID 10107 Call Taken By

Customer Service Rep CA Number Responded By Tina Collingham Response Date 09/02/2005

Resolution Date 09/02/2005Customer had received a scam call through AT & T. Because the customer stated the calls were coming from another Relay Service Provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

Service Complaints--Fraudulent/Harassment Call Inquire Date 06/01/2005 Record ID 9366 Call

Taken By Lead CA CA Number Responded By Jody Kent Response Date 06/01/2005 Resolution Date

06/01/2005Customer has been receiving harassing phone calls through IP Relay and wants the calls to stop. Because the customer stated that the calls were coming from another Internet Relay provider, the Lead CA gave the appropriate Customer Service number for the other provider to the customer. Lead CA suggested the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

Service Complaints--Fraudulent/Harassment Call Inquire Date 06/07/2005 Record ID 9369 Call

Taken By Customer Service Rep CA Number Responded By Tina Collingham Response Date

06/07/2005 Resolution Date 06/07/2005Customer has been receiving harassing or fraudulent phone calls through the relay. Customer was unsure which relay is placing the calls. She was instructed to dial 711 to obtain the Customer Service number for her State Relay Center. Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling. It is not known if this call was placed through Idaho Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

Service Complaints--Fraudulent/Harassment Call Inquire Date 06/11/2005 Record ID 9370 Call Taken By Supervisor CA Number Responded By Donte Bibbins Response Date 06/11/2005 Resolution Date 06/11/2005Customer has been receiving harassing phone calls through a relay service. Customer would like to find out who has been placing these calls. Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling. It is not known if this call was placed through Idaho Relay or another Relay Service provider. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local law enforcement. Because of confidentiality laws we are unable to release call information. Supervisor further explained that if the customer obtains a court order, the call information would be released to the Court. Customer was pleased.

Service Complaints--Fraudulent/Harassment Call Inquire Date 03/17/2006 Record ID 11233 Call Taken By Customer Service Rep CA Number Responded By Tina Collingham Response Date 03/17/2006 Resolution Date 03/17/2006Detective has reported fraudulent phone issues to law enforcement. Detective requested subpoena information. Customer Service faxed subpoena information. Detective was satisfied.

Service Complaints--Didn't Follow Policy/Procedure Inquire Date 07/28/2005 Record ID 9735 Call Taken By Lead CA CA Number Responded By Jody Kent Response Date 07/28/2005 Resolution Date 07/28/2005Customer was trying to place a call using his calling card. CA stated he was not sure if the call could be processed and never attempted to place the call. Lead CA explained that the call could be placed and asked the customer to redial to the relay so that the call could be placed. Customer did not know the CA number. Lead CA assured the customer that all CAs would be counseled on calling card calls. Customer understood and there has been no further contact from the customer. Customer Service counseled all CAs in regards to this issue.

Service Complaints--Didn't Follow Policy/Procedure Inquire Date 02/04/2006 Record ID 10988 Call Taken By Lead CA CA Number 1375 Responded By Tina Collingham Response Date 02/06/2006 Resolution Date 02/09/2006Customer inquired how to place a TTY to TTY call through the relay using a pre-paid calling card. Customer stated that CA informed her that this call was not able to be processed through the relay. Lead CA stated that this call should go through and that the relay is able to process these types of call. Customer Service left a message informing the customer that the CA had been counseled. Customer called back and wanted instructions on how to use the card through the relay. Customer Service explained how the call works and also assisted the customer with questions on a garbling issue. Customer was satisfied.

Service Complaints--CA Hung Up on Caller Inquire Date 04/30/2006 Record ID 11566 Call Taken By Lead CA CA Number 5100 Responded By Tina Collingham Response Date 05/03/2006 Resolution Date Customer stated that he was trying to place a call using an MCI calling card and waited approximately 10 minutes with no response from CA. Customer had given the CA the calling card information and the number to dial. Customer had his grandson pick up the phone to speak to the CA and no CA was on the line. Lead CA apologized and stated that the information would be investigated. Customer Service forwarded the information to the technical department. The technical department investigated and discovered that the CA had called for assistance and processed the call. After no response from the customer, the other party disconnected and the call was released. Customer Service left a message on customer's answering machine notifying customer of the technical findings.

Service Complaints-Miscellaneous Inquire Date 09/03/2005 Record ID 10108 Call Taken By Supervisor CA Number Responded By Tina Collingham Response Date 09/08/2005 Resolution Date 09/08/2005 Customer was upset because his call to 00 will not go through to MCI correctly. Supervisor explained that he had reached Hamilton Relay's Louisiana Center and due to the phone line damage throughout Louisiana with Hurricane Katrina some calls have not been processing correctly. Supervisor apologized to the customer for the inconvenience and tried several times to place the call for the customer without success. Customer was upset. Customer Service placed a return call and was unable to reach the customer. Customer Service mailed the customer a letter explaining the issue and information for the customer to place calls through Hamilton Relay Interstate service until the phone lines in the state were fully operational in the Louisiana area. Letter was mailed on 9/8/05.

Service Complaints-Miscellaneous Inquire Date 03/17/2006 Record ID 11256 Call Taken By At the Workstation CA Number Responded By Tina Collingham Response Date 03/21/2006 Resolution Date 03/21/2006 Customer was attempting to place a collect call from the Inmate Facility. When the CA dialed forward all they could reach was the international operator. Customer stated to please have Customer Service contact the Inmate Facility in regards to this issue. Supervisor stated that this information would be forwarded to Customer Service. Customer was satisfied. Customer Service verified the profile information for the Inmate Facility was set correctly in the database and contacted the Inmate Facility to confirm that their profile was set correctly in the system. Customer Service left message in regards to this issue with the technicians and there has been no return call from the Inmate Facility in regards to this issue.

Technical Complaints--Carrier Choice not Available/Other Equal Access Inquire Date 06/17/2005 Record ID 9519 Call Taken By Customer Service Rep CA Number Responded By Tina Collingham Response Date 06/23/2005 Resolution Date Customer received a bill from AT&T that was incorrectly billed through the relay. Customer stated his carrier is ATC Communications. Customer Service apologized to the customer and asked to have a copy of the bill mailed to the relay. Customer Service received the bill from the customer and reimbursement was sent to the customer. Customer Service contacted the carrier and forwarded the information to the technical department. The technical department has been in contact with ATC Communications about becoming a provider through the relay. Customer was satisfied. At this time, ATC Communications is still not a participating carrier through the relay.

Technical Complaints--Carrier Choice not Available/Other Equal Access Inquire Date 04/07/2006 Record ID 11510 Call Taken By Supervisor CA Number Responded By Tina Collingham Response Date 04/11/2006 Resolution Date 04/11/2006 Customer was with the Idaho Prison/Inmate system. They had selected a different carrier for the State of Idaho Prison System and needed to change their profile to TNCL. Customer Service stated that the relay would contact the carrier because they were not a participating provider through the relay. Customer Service explained that once a letter of authorization was received, the profile would be updated. Customer Service received the needed information, updated the profile for the telephone numbers given and notified the prison system. The prison system stated that they would like to have more numbers profiled and will forward these numbers to Customer Service. Customer Service has been in contact with the prison system and has not received the numbers at this time.

Technical Complaints--711 Problems Inquire Date 01/26/2006 Record ID 10883 Call Taken By Lead CA CA Number Responded By Jody Kent Response Date 01/26/2006 Resolution Date 01/26/2006 Customer has been unable to reach the relay using 7-1-1. The telephone number rings busy. Customer stated the calls are being placed from an institution. Lead CA stated the telephone number may not be translated at the institution switchboard correctly and gave the customer the toll free number to access the relay. Customer was satisfied. Customer Service did not have contact information and was unable to contact the telephone administrator at the institution.

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- CA Typing Speed
- CA Typing

- Fraudulent/Harassment Call
- Confidentiality Breach
- CA Didn't Follow Policy/Procedure
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- Improper Use of Call Release
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- Replaced CA Improperly in Middle of Call
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- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
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Please feel free to contact myself at 208-846-8371 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Bob Dunbar

Administrator, Idaho TRS

Idaho Relay 2006 FCC Complaint Report

6/1/05 to 5/31/06

External Complaints—Miscellaneous

Inquire Date 06/14/2005

Record ID 9373

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 06/20/2005

Resolution Date 06/20/2005

Customer stated that the CA was rude and used foul language with the caller. Customer did not know the CA number.

Relay Manager apologized to the customer and stated that she would try to identify the CA. Customer Service discovered that the call was not placed through Hamilton Relay. Customer Service attempted to contact the customer to inform the customer of this information but has been unable to reach the customer.

External Complaints—Miscellaneous

Inquire Date 09/02/2005

Record ID 10107

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 09/02/2005

Resolution Date 09/02/2005

Customer had received a scam call through AT & T.

Because the customer stated the calls were coming from another Relay Service Provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

Service Complaints-- Fraudulent/Harassment Call

Inquire Date 06/01/2005

Record ID 9366

Call Taken By Lead CA

CA Number

Responded By Jody Kent

Response Date 06/01/2005

Resolution Date 06/01/2005

Customer has been receiving harassing phone calls through IP Relay and wants the calls to stop.

Because the customer stated that the calls were coming from another Internet Relay provider, the Lead CA gave the appropriate Customer Service number for the other provider to the customer. Lead CA suggested the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

Service Complaints-- Fraudulent/Harassment Call

Inquire Date 06/07/2005

Record ID 9369

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 06/07/2005

Resolution Date 06/07/2005

Customer has been receiving harassing or fraudulent phone calls through the relay. Customer was unsure which relay is placing the calls. She was instructed to dial 711 to obtain the Customer Service number for her State Relay Center.

Customer Service explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling. It is not known if this call was placed through Idaho Relay or another Relay Service provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to law enforcement. Customer was pleased.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 06/11/2005
Record ID 9370
Call Taken By Supervisor
CA Number
Responded By Donte Bibbins
Response Date 06/11/2005
Resolution Date 06/11/2005***

Customer has been receiving harassing phone calls through a relay service. Customer would like to find out who has been placing these calls.

Supervisor explained that the relay was aware that there had been some problems of this nature and thanked the customer for calling. It is not known if this call was placed through Idaho Relay or another Relay Service provider. Supervisor suggested that the customer take note of the time of the call, the relay service provider as well as the CA number and then report this type of activity to the local law enforcement. Because of confidentiality laws we are unable to release call information. Supervisor further explained that if the customer obtains a court order, the call information would be released to the Court. Customer was pleased.

***Service Complaints--
Fraudulent/Harassment Call***

***Inquire Date 03/17/2006
Record ID 11233
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/17/2006
Resolution Date 03/17/2006***

Detective has reported fraudulent phone issues to law enforcement. Detective requested subpoena information.

Customer Service faxed subpoena information. Detective was satisfied.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 07/28/2005
Record ID 9735
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 07/28/2005
Resolution Date 07/28/2005***

Customer was trying to place a call using his calling card. CA stated he was not sure if the call could be processed and never attempted to place the call.

Lead CA explained that the call could be placed and asked the customer to redial to the relay so that the call could be placed. Customer did not know the CA number. Lead CA assured the customer that all CAs would be counseled on calling card calls. Customer understood and there has been no further contact from the customer. Customer Service counseled all CAs in regards to this issue.

***Service Complaints--Didn't Follow
Policy/Procedure***

***Inquire Date 02/04/2006
Record ID 10988
Call Taken By Lead CA
CA Number 1375
Responded By Tina Collingham
Response Date 02/06/2006
Resolution Date 02/09/2006***

Customer inquired how to place a TTY to TTY call through the relay using a pre-paid calling card. Customer stated that CA informed her that this call was not able to be processed through the relay.

Lead CA stated that this call should go through and that the relay is able to process these types of call. Customer Service left a message informing the customer that the CA had been counseled. Customer called back and wanted instructions on how to use the card through the relay. Customer Service explained how the call works and also assisted the customer with questions on a garbling issue. Customer was satisfied.

Service Complaints--CA Hung Up on Caller

***Inquire Date 04/30/2006
Record ID 11566
Call Taken By Lead CA
CA Number 5100
Responded By Tina Collingham
Response Date 05/03/2006
Resolution Date***

Customer stated that he was trying to place a call using an MCI calling card and waited approximately 10 minutes with no response from CA. Customer had given the CA the calling card information and the number to dial. Customer had his grandson pick up the phone to speak to the CA and no CA was on the line.

Lead CA apologized and stated that the information would be investigated. Customer Service forwarded the information to the technical department. The technical department investigated and discovered that the CA had called for assistance and processed the call. After no response from the customer, the other party disconnected and the call was released. Customer Service left a message on customer's answering machine notifying customer of the technical findings.

Service Complaints--Miscellaneous

***Inquire Date 09/03/2005
Record ID 10108
Call Taken By Supervisor
CA Number
Responded By Tina Collingham
Response Date 09/08/2005
Resolution Date 09/08/2005***

Customer was upset because his call to 00 will not go through to MCI correctly.

Supervisor explained that he had reached Hamilton Relay's Louisiana Center and due to the phone line damage throughout Louisiana with Hurricane Katrina some calls have not been processing correctly. Supervisor apologized to the customer for the inconvenience and tried several times to place the call for the customer without success. Customer was upset. Customer Service placed a return call and was unable to reach the customer. Customer Service mailed the customer a letter explaining the issue and information for the customer to place calls through Hamilton Relay Interstate service until the phone lines in the state were fully operational in the Louisiana area. Letter was mailed on 9/8/05.

Service Complaints--Miscellaneous

***Inquire Date 03/17/2006
Record ID 11256
Call Taken By At the Workstation
CA Number
Responded By Tina Collingham
Response Date 03/21/2006
Resolution Date 03/21/2006***

Customer was attempting to place a collect call from the Inmate Facility. When the CA dialed forward all they could reach was the international operator. Customer stated to please have Customer Service contact the Inmate Facility in regards to this issue.

Supervisor stated that this information would be forwarded to Customer Service. Customer was satisfied. Customer Service verified the profile information for the Inmate Facility was set correctly in the database and contacted the Inmate Facility to confirm that their profile was set correctly in the system. Customer Service left message in regards to this issue with the technicians and there has been no return call from the Inmate Facility in regards to this issue.

Technical Complaints--Carrier Choice not Available/Other Equal Access

***Inquire Date 06/17/2005
Record ID 9519
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 06/23/2005
Resolution Date***

Customer received a bill from AT&T that was incorrectly billed through the relay. Customer stated his carrier is ATC Communications.

Customer Service apologized to the customer and asked to have a copy of the bill mailed to the relay. Customer Service received the bill from the customer and reimbursement was sent to the customer. Customer Service contacted the carrier and forwarded the information to the technical department. The technical department has been in contact with ATC Communications about becoming a provider through the relay. Customer was satisfied. At this time, ATC Communications is still not a participating carrier through the relay.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 04/07/2006
Record ID 11510
Call Taken By Supervisor
CA Number
Responded By Tina Collingham
Response Date 04/11/2006
Resolution Date 04/11/2006

Customer was with the Idaho Prison/Inmate system. They had selected a different carrier for the State of Idaho Prison System and needed to change their profile to TNCL.

Customer Service stated that the relay would contact the carrier because they were not a participating provider through the relay. Customer Service explained that once a letter of authorization was received, the profile would be updated. Customer Service received the needed information, updated the profile for the telephone numbers given and notified the prison system. The prison system stated that they would like to have more numbers profiled and will forward these numbers to Customer Service. Customer Service has been in contact with the prison system and has not received the numbers at this time.

Technical Complaints--711 Problems

Inquire Date 01/26/2006
Record ID 10883
Call Taken By Lead CA
CA Number
Responded By Jody Kent
Response Date 01/26/2006
Resolution Date 01/26/2006

Customer has been unable to reach the relay using 7-1-1. The telephone number rings busy. Customer stated the calls are being placed from an institution.

Lead CA stated the telephone number may not be translated at the institution switchboard correctly and gave the customer the toll free number to access the relay. Customer was satisfied. Customer Service did not have contact information and was unable to contact the telephone administrator at the institution.
